

Merit Systems Protection Board

Strategic Plan

FY 2001 – FY 2006



**Revised to Include Interim Adjustment
Submitted with FY 2003-FY 2004 Performance Plan**

December 2002

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**MERIT SYSTEMS PROTECTION BOARD
STRATEGIC PLAN
FY 2001 -2006**

MISSION

The Merit Systems Protection Board (MSPB) is an independent quasi-judicial agency established to protect Federal merit systems against partisan political and other prohibited personnel practices and to ensure adequate protection for employees against abuses by agency management. The Board carries out its statutory mission principally by:

- Adjudicating employee appeals of personnel actions over which the Board has jurisdiction, such as removals, suspensions, furloughs, and demotions;
- Adjudicating employee complaints filed under the Whistleblower Protection Act, the Uniformed Services Employment & Reemployment Rights Act (USERRA), and the Veterans Employment Opportunities Act;
- Adjudicating cases brought by the Special Counsel, principally complaints of prohibited personnel practices and Hatch Act violations;
- Adjudicating requests to review regulations of the Office of Personnel Management (OPM) that are alleged to require or result in the commission of a prohibited personnel practice—or reviewing such regulations on the Board’s own motion;
- Ordering compliance with final Board orders where appropriate; and
- Conducting studies of the Federal civil service and other merit systems in the Executive Branch to determine whether they are free from prohibited personnel practices.

To accomplish its mission, the MSPB has established the following goals:

1. To consistently provide fair, timely, and efficient adjudication of cases filed with the Board
2. To make effective use of alternative methods of dispute resolution in Board proceedings
3. To provide information, analyses, and recommendations on Federal personnel programs, policies, and initiatives to policymakers, Federal agencies and employees, and others with an interest in Federal human resources management
4. To strengthen the MSPB’s internal systems and processes to support a continually improving, highly effective and efficient organization with the flexibility to meet program needs
5. To develop the MSPB’s human resources to ensure a continually improving, highly effective and efficient organization with the flexibility to meet program needs

ADJUDICATION

Goal #1

To consistently provide fair, timely, and efficient adjudication of cases filed with the Board

OBJECTIVES

1. Issue high quality decisions
2. Issue timely decisions at both the regional office and Board headquarters levels
3. Hold increase in average case processing costs to no more than the percentage increase in operating costs, adjusted for the change in the number of decisions issued
4. Obtain customer input regarding the adjudicatory process

ASSUMPTIONS/FACTORS AFFECTING OUTCOME

- Adequate staffing and budget
- Relative stability in case intake
- Normal attrition rate

PERFORMANCE INDICATORS

- Consistency in application of established decision quality standards
- Percentage of petitions for review reversed and/or remanded by Board to MSPB judges for new decisions
- Percentage of proposed decisions returned by Board to headquarters legal offices for rewrite
- Percentage of final Board decisions upheld on review by the United States Court of Appeals for the Federal Circuit
- Average case processing times for initial decisions and petitions for review of initial decisions
- Number of cases pending more than 300 days at headquarters
- Average total case processing costs for initial decisions and petitions for review
- Feedback from customer surveys

RESPONSIBLE FUNCTIONS

- Decision Quality Standards Board, OGC, OAC, ORO/Regional Offices, ALJ
- Decisions Upheld by the Courts Board, OGC, OAC, ORO/Regional Offices, ALJ
- Case Processing Timeliness Board, OGC, OAC, ORO/Regional Offices, ALJ, Clerk, IRM
- Case Processing Costs FAM, ORO/Regional Offices, ALJ, IRM
- Customer Surveys and Outreach Board, ORO/Regional Offices, OPE

Goal #2

To make effective use of alternative methods of dispute resolution in Board proceedings

OBJECTIVES

1. Continue the successful use of alternative dispute resolution (ADR) procedures in MSPB proceedings at both the regional office and Board headquarters levels

ASSUMPTIONS/FACTORS AFFECTING OUTCOME

- Trained and skilled staff
- Sufficient internal training resources

PERFORMANCE INDICATORS

- Number and types of disputes adjudicated by the MSPB at both the initial appeal and petition for review levels, and number and types resolved without a full adjudication on the merits (i.e., settlement rates)

RESPONSIBLE FUNCTIONS

- Numbers and types of cases Board, OGC, OAC, ORO/Regional Offices, ALJ

MERIT SYSTEMS STUDIES

Goal #3

To provide information, analyses, and recommendations on Federal personnel programs, policies, and initiatives to policymakers, Federal agencies and employees, and others with an interest in Federal human resources management

OBJECTIVES

1. Conduct governmentwide merit systems studies that provide information on, and analyses of, the state of Federal merit systems and the Federal workforce to policymakers, Federal agencies and employees, and others with an interest in Federal human resources management; raise the level of consciousness and initiate or participate in the debate about implementing and maintaining effective human resources management programs, policies, and practices that adhere to the merit system principles
2. Determine through merit systems studies the extent to which Executive Branch departments and agencies operate in a manner consistent with the statutory merit system principles and the extent to which prohibited personnel practices occur in the Federal workplace

ASSUMPTIONS/FACTORS AFFECTING OUTCOME

- Adequate staffing and budget
- Normal attrition rate

PERFORMANCE INDICATORS

- Number of MSPB reports and *Issues of Merit* newsletters issued
- Indications that the findings and recommendations from MSPB studies are being used, e.g., implementation of recommendations; requests for presentations and/or participation in professional meetings by MSPB staff; references to MSPB studies in policy papers, professional literature, and the media
- Feedback from customer surveys and key stakeholders

RESPONSIBLE FUNCTIONS

- Conduct of Studies Board, OPE
- Dissemination of findings and recommendations from studies OPE
- Customer Surveys OPE

- Outreach Board, OPE

MANAGEMENT SUPPORT

Goal #4

To strengthen the MSPB's internal systems and processes to support a continually improving, highly effective and efficient organization with the flexibility to meet program needs

OBJECTIVES

1. Develop and implement an integrated electronic case processing system that allows appellants and agencies to file and receive documents electronically and streamlines internal case processing
2. Improve electronic access via the Internet and other available resources to MSPB case-related decisions, procedures, and guidance
3. Identify, test, and implement, as appropriate, new technologies that will increase efficiency, reduce costs, and improve customer services

ASSUMPTIONS/FACTORS AFFECTING OUTCOME

- Adequate staffing levels and budget
- Adequate technical, program, and financial resources

PERFORMANCE INDICATORS

- Improved organizational performance
- Implementation of components of the information technology initiative on schedule
- Systems availability and responsiveness to user needs
- Customer (internal and external) feedback

RESPONSIBLE FUNCTIONS

- | | |
|---|--|
| • Organizational performance | All offices under direction of the Chairman and Chief of Staff |
| • Information technology initiative | Chief of Staff (as CIO), Clerk, IRM |
| • Systems availability and responsiveness to user needs | Chief of Staff (as CIO), IRM |
| • Customer feedback | IRM, FAM, Clerk, OPE |

Goal #5

To develop the MSPB's human resources to ensure a continually improving, highly effective and efficient organization with the flexibility to meet program needs

OBJECTIVES

1. Recruit, train, and retain skilled, highly motivated employees to effectively and efficiently accomplish the MSPB mission

ASSUMPTIONS/FACTORS AFFECTING OUTCOME

- Adequate staffing levels and budget

PERFORMANCE INDICATORS

- Improved individual and organizational performance
- Improved workforce relationships and internal communications

RESPONSIBLE FUNCTIONS

- Organizational performance All offices
- Workforce relationships and internal communications EEO, FAM, and APHIS, working with all offices

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Directory: L:\WEB PAGE\Reports&Studies
Template: C:\Program Files\Microsoft Office\Templates\Normal.dot
Title: MISSION
Subject:
Author: MSPB
Keywords:
Comments:
Creation Date: 01/10/03 10:54 AM
Change Number: 2
Last Saved On: 01/10/03 10:54 AM
Last Saved By: MSPB
Total Editing Time: 1 Minute
Last Printed On: 02/12/03 11:59 AM
As of Last Complete Printing
Number of Pages: 11
Number of Words: 1,549 (approx.)
Number of Characters: 8,832 (approx.)